



**SOUTH CAROLINA 811
MEMBERSHIP INFORMATION UPDATE**

Name of Organization: _____
Authorized Representative: _____
Representative's Email (will be used as login for Exactix): _____
Alt Representative's Name & Title: _____
Alt Representative's Email (will be used as login for Exactix): _____
Organization's Address: _____
Telephone #: _____ Fax #: _____
Onsite Locator Contact: _____
Onsite Locator email address/Telephone #: _____
Damage Contact: _____
Damage Contact email address/Telephone #: _____

Facility Information

Cable Television	Electric	Telecommunications	Other (Identify)
Gas	Natural Gas	Telephone	_____
Propane Gas	Petroleum	Sewer	
Traffic	Storm Water	Water	

Billing Information

Email address to receive invoices: _____
Primary Billing Contact: _____
Primary Billing email address/Telephone #: _____
Alternate Billing Contact: _____
Alternate Billing email address/Telephone #: _____
Billing Address: _____
City: _____ State: _____ Zip: _____

Communication Receiving Locate Notices (Where Transmissions Will Be Received)

Email for receiving locates (NOTE: If you use a notification system such as Korterra or Irth, please list below):

If you'd like to add an alert sent to your phone or additional email for after-hour emergency locates, please provide that information below (NOTE: This option will add additional transmissions, which may affect billing rates):

Email address: _____

Phone number: _____

GIS Information

Authorized Contact Person for GIS Updates: _____

GIS Contact's Email/Telephone #: _____

Business Hours Information

Please indicate your company's **Normal** business hours for each day of the week (Example: 8:00 am – 5:00 pm).

M - _____ T - _____ W - _____ T - _____ F - _____ Sat - _____ S - _____

Holiday

Please check the days your office will be closed

New Year's Day MLK Jr. Day Presidents Day ** Confederate Memorial Day **

Memorial Day Independence Day Labor Day Veterans' Day __

Thanksgiving Day Day after Thanksgiving Christmas Eve

Christmas Day Day after Christmas**

**This is a legal holiday. SC811 will be open, but the 3 full working day notice will be calculated from the next business day

Helpful Links

Please visit exactix.sc811.com to create locate notifications and check positive response

Please visit <https://sc811.com/about/enforcement/> for copies of our law and frequently asked questions regarding membership.

To access our resources, including our video library, please visit <https://sc811.com/resources/video-library/>

If you would like to schedule training, visit <https://app.coursettra.com/n/training/student/browse>

If you would like to report a violation, visit <https://sc811.com/about/enforcement/>

For Frequently Asked Questions, please visit <https://sc811.com/faqs/>

AUTHORIZATION TO TRANSMIT LOCATE INFORMATION

South Carolina 811, Inc. (“SC811”) provides member utility owner/operators with excavation information that is reported to SC811 in the form of a locate request. This document contains the terms and conditions upon which SC811 will provide such information to the member utility owner/operator as follows.

1. Service Area. A buffer distance specified by the member utility owner/operator. When an excavation is reported to SC811 that is within 50 to 250 feet of a member utility owner/operators’ service area, a locate request will be transmitted to those member utility owner/operators, depending on which site marking tool was used.

2. Locate Request Delivery. SC811 will deliver locate request information by the mode you specify in writing or on the “Membership Application.” When a locate request is sent by SC811, it enters an information processing system outside the control of SC811. SC811 SHALL NOT BE LIABLE FOR ANY LOCATE REQUEST MESSAGES THAT FAIL TO REACH YOU. In addition, SC811 shall not be liable for any failure to send a message where such failure results from a cause beyond SC811’s reasonable control. This includes, without limitation, any equipment, communications, or power failure.

3. Audit Reports. At no additional charge, SC811 will deliver an Audit Report in the same mode specified in writing or on the “Membership Application”. The report will be transmitted daily at approximately midnight. This report lists the locate request number of each locate request messages that was sent to you the day before. If you did not receive a locate request number listed on the audit report, then you may notify us that you need the locate request re-transmitted. This report will take place regardless of whether you did or did not receive any messages for the day before.

4. Messages. At no additional charge to you, SC811 may send out informative Messages by the same mode specified in writing or on the “Membership Application”. These messages are generally only sent out near holidays or any member information changes and will be sent between the hours of 7:00 am and 5:00 pm Monday through Friday. The messages will contain information such as, but not limited to, important SC811 system updates, holiday reminders or SC811 events.

5. Modes of Delivery - The available modes in which SC811 can deliver locate request information to you are as follows: (a) **EMAIL** – Address provided by your company; (b) **TEXT MESSAGE** - Cellular Phone number provided by your company and email of cell phone.

6. Normal Delivery - Normal Delivery shall mean the Email address you instruct us to send your locate requests to on the “Membership Application” or in writing.

7. Text Message Delivery Restrictions. Text messages are limited to a minimum number of characters; therefore, only partial locate request information can be sent by text message and is not a legal or binding document. Therefore, you are required to receive a copy of the complete locate request information by Normal Delivery. Only Emergency locate information will be sent via Text Message upon request (additional billing rates may apply). When supplied by the excavator, the following locate request field information will be included in the text message via the following format:

[Number] [Type] - [Street] NR [Intersection] in [Place] ([County] Cty) - [Site Contact Name] – [Site Contact Phone Number].

8. Emergency Message Delivery. If a member would like to utilize the after-hours emergency option, they will be required to provide SC811 with a contact phone number, email, and/or text number for your company. We will contact the phone number, email or text message provided if an emergency locate request is reported to SC811 between the hours of 5:30 pm and 7:30 am, Monday through Friday, 24 hours a day on weekends and SC811 observed holidays or other days you may need. In addition to this call, you will also be sent a copy of the emergency locate request by Normal Delivery.

9. Change of Delivery. Any changes that you wish to make to the mode or time in which you receive your locate request information must be submitted to support@sc811.com.

By printing, signing, or otherwise entering your name electronically on this document, you authorize us to use your electronic signature in lieu of a handwritten signature. You agree that your electronic signature will be enforceable as and to the full extent of a hand-written signature as an original handwritten signature for enforcement/enforceability of this document containing the electronic signature(s) whether in court (state or federal), arbitration, or otherwise, you will not raise any defenses or invoke regulatory or statutory claims attempting to invalidate the enforceability of this document to which the electronic signature is affixed.

Please print or type:

By: _____

Title: _____

Company: _____

Signature: _____

Date: _____